

# ViP® 922 SlingLoaded™ DVR Satellite Receiver HELP GUIDE



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## Warning and Attention Symbols

You must be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the apparatus.

### For Your Safety



Do not try to open the case. There is risk of electrical shock, which may cause damage to the apparatus and/or personal injury or death to you. There are no user-serviceable parts inside. Opening the case or making unauthorized changes will void the warranty.



Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

### Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence DISH Network CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. DISH Network endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from [www.echostar.com](http://www.echostar.com).

## Equipment and Software Covered by this Guide

This *Guide* covers the VIP@922 SlingLoaded™ DVR satellite receiver and software model ViP922. This *Guide* may cover other devices, not listed here.

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# **SAFETY**

**IMPORTANT SAFETY INSTRUCTIONS**

**PROPER CARE OF YOUR EQUIPMENT**

## SAFETY

### IMPORTANT SAFETY INSTRUCTIONS

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
-  14. Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

## Important Safety Instructions



**CAUTION**—To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

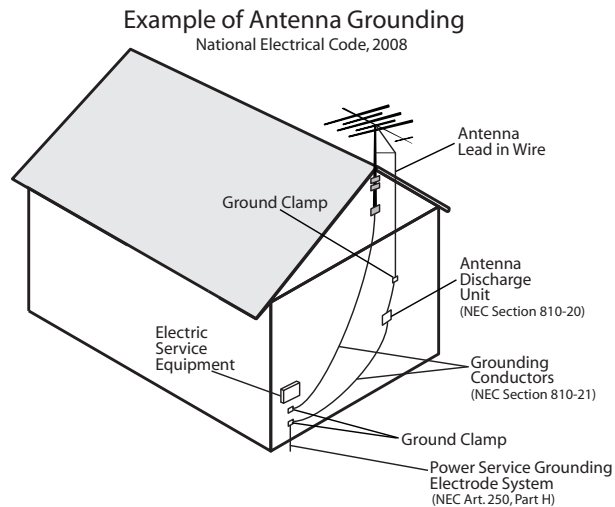
- Locate the receiver in an open, well-ventilated area. Do not place the receiver in an enclosure (such as a cabinet) without proper ventilation.
- Do not impede ventilation by covering the ventilation slots (such as with magazines, curtains, tablecloth, etc.), or the receiver will overheat.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F, and do not cover it.
- Connect the power plug to an outlet having a safety ground connection. The power plug must be readily accessible so that the equipment can be easily disconnected from the AC power.
- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords — this can result in a risk of fire or electrical shock.
- Never insert objects of any kind through openings into the receiver, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.
- Unplug the receiver from the AC power outlet before cleaning. The receiver is still connected to the AC power whenever it is plugged in to a live power outlet, even if the receiver is “turned off” using the remote control or front panel button.

## SAFETY

### IMPORTANT SAFETY INSTRUCTIONS (continued)

- Do not place naked flame sources such as lighted candles on or near the receiver.
- Do not expose the remote control batteries to excessive heat or fire.

**Note to Installer:** This reminder is provided to call the installer's attention to Article 810 section II of the *National Electrical Code (NEC)* that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.

## Proper Care of Your Equipment

### PROPER CARE OF YOUR EQUIPMENT

- Always handle the receiver carefully. Excessive shock and vibration can damage the hard drive.
- Always turn the receiver off, unplug it, and then let it sit idle for at least 30 seconds before moving it.
- If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- If you plug the receiver's power cord into an outlet that contains surge suppression, then verify you are using a HomePlug-compatible surge-protected power strip or socket . Do *not* plug the receiver into an outlet with ground fault protection.
- During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, and disconnect the lines between the receiver and the antenna. This will provide additional protection against damage caused by lightning or power-line surges.
- In some TVs, the presence of fixed images for extended periods of time may cause permanent imprints on the screen. Consult your TV's manufacturer and user manual to determine if this is an issue for your TV.

## **SAFETY**



# Getting More Help

- *FINDING MORE INFORMATION*
- *TROUBLESHOOTING*



# Getting More Help

## Finding More Information

### FINDING MORE INFORMATION

How to get help:

- If your new ViP®922 SlingLoaded™ DVR satellite receiver is not yet linked with at least one remote control, you need to link the two together to access various forms of on-screen user assistance. See *Remote is not working* on page 9.
- For more information on how to use your remote controls, refer to the *Quick Reference Guide* that came with your ViP922 receiver.
- You can operate many of the features of your ViP922 receiver using the capacitive-touch front panel controls, too. Note that this front panel requires a light touch to activate it (and then it glows a little brighter) before you touch the specific control to perform your intended function.
- On the Main Menu (accessed by pressing MENU on your linked remote control or touching MENU on the front panel), a Help tile is displayed.



Selecting this tile accesses a Help area where you can browse the on-screen user manual, view help videos, try out the interactive help application, or search for help on any topic for the ViP922 receiver and its remote controls. Most information a user needs is available in this area of your receiver.

- Beginning on the next page, this guide provides tips for troubleshooting certain kinds of issues you might encounter with your satellite system. Also, you can find more information on your new satellite receiver and its remote controls at [www.dishnetwork.com](http://www.dishnetwork.com). Select the **Support** link.

## TROUBLESHOOTING

## Message Numbers

Message Number	Possible Reason(s)	What to Do
001	There may be a problem with the multi-dish switch.	<p>Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Run the Check Switch test, as follows:</p> <ol style="list-style-type: none"> <li>1. Press MENU on your remote control or the receiver's front panel.</li> <li>2. Select the <b>Settings</b> tile, and then scroll down to <b>Point Dish</b>.</li> <li>3. Access the Point Dish screen and select <b>Check Switch</b> to run the test.</li> </ol> <p>If this does not work, call the Customer Service Center at 1-800-333-DISH (3474) for help.</p>
002	Heavy rain, snow, or cloud cover may be interfering with satellite signal transmission, or there may be other interference.	<ul style="list-style-type: none"> <li>• Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight of the dish.</li> <li>• Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen (select the <b>Settings</b> tile and scroll down to <b>Point Dish</b>). Consult with your installer in order to re-aim the dish, if necessary, to obtain the strongest possible signal.</li> </ul>
003, 004	The wrong type of coaxial cable may be used in the system, or the total run length of cable may be too long. There may also be a problem with the multi-dish switch.	<ul style="list-style-type: none"> <li>• Make sure the system uses RG-6 coaxial cable; if not, contact your dealer or installer.</li> <li>• Check the dish-to-receiver cable run length. If your system is labeled DISH Pro, the cable can be as much as 200 feet in length. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables and connections). If this does not work, run the Check Switch test, as follows: <ol style="list-style-type: none"> <li>1. Press MENU on your remote control or the receiver's front panel.</li> <li>2. Select the <b>Settings</b> tile, and then scroll down to <b>Point Dish</b>.</li> <li>3. Access the Point Dish screen and select <b>Check Switch</b> to run the test.</li> </ol> </li> </ul>



# Getting More Help

## Troubleshooting

Message Number	Possible Reason(s)	What to Do
005	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	<ul style="list-style-type: none"> <li>If you have just authorized your receiver (added it to your account), then wait a few minutes to see if the message has been removed. Make sure that all required cables are in place, and check that all cable connections are both tight and dry (for outdoor cables and connections).</li> <li>Make sure that the satellite dish has a clear line of sight to the satellite(s). Check whether branches or leaves are in the line of sight of the dish antenna.</li> <li>Check that the Signal Strength bar on the Point Dish screen (select the <b>Settings</b> tile, scroll down, and select <b>Point Dish</b>) is green and displays the word Locked. If not, the contact your installer to re-aim the satellite dish, if necessary, to obtain the strongest possible signal.</li> <li>If you have not authorized the receiver, then call the Customer Service Center at 1-800-333-DISH (3474) and do so.</li> </ul>
006	The receiver may not be connected to an active telephone line or broadband Internet connection.	You must keep each installed receiver connected to an active telephone line or broadband Internet connection at all times.
011, 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Program providers, not DISH Network, specify which programs are blacked out for specific areas.
013, 014	You may have tried to tune to a program on a channel to which you don't subscribe.	<ul style="list-style-type: none"> <li>You must subscribe to a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to subscribe to one (or more) new channel(s).</li> <li>If you subscribe to the channel and you see these messages, then press the red reset button behind the small door on the left side of the receiver's front panel and see if the message has been removed after the reset is complete.</li> <li>If you believe this message was displayed by mistake, call the Customer Service Center at 1-800-333-DISH (3474).</li> </ul>

# Getting More Help

## Troubleshooting

Message Number	Possible Reason(s)	What to Do
015	You may have just plugged in the receiver and it is acquiring the satellite signal, or the receiver may have temporarily lost the signal.	<ul style="list-style-type: none"> <li>• Wait a few minutes to see if the message goes away. Make sure that all required cables are in place, and check that all cable connections are both tight and dry (for outdoor cables and connections).</li> <li>• Make sure that the satellite dish has a clear line of sight to the satellite(s). Check whether branches or leaves have grown into the line of sight of the dish antenna.</li> <li>• Check that the Signal Strength bar on the Point Dish screen (select the <b>Settings</b> tile, scroll down, and select <b>Point Dish</b>) is green and displays the word Locked. If not, then contact your installer to re-aim the satellite dish, if necessary, to obtain the strongest possible signal.</li> </ul>
018	The receiver may not be connected to an active telephone line or broadband Internet connection.	<ul style="list-style-type: none"> <li>• You must connect the receiver to an active telephone line or broadband Internet connection at all times.</li> <li>• Call the Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.</li> </ul>
022	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may have been an interruption of the satellite signal.	<ul style="list-style-type: none"> <li>• If you have authorized the receiver, wait a few minutes to see if the message has been removed. Make sure that all required cables are in place, and check that all cable connections are both tight and dry (for outdoor cables and connections).</li> <li>• Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight of the dish antenna.</li> <li>• Check that the Signal Strength bar on the Point Dish screen (select the <b>Settings</b> tile, scroll down, and select <b>Point Dish</b>) is green and displays the word Locked. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, then call the Customer Service Center at 1-800-333-DISH (3474) and do so.</li> </ul>
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Press the POWER button to turn the receiver off. Doing this allows the receiver to download new software via satellite. This download may take several minutes; do not disturb or unplug the receiver during this time. After the downloaded software is installed, you will be able to order Pay-Per-View programs through your receiver.



# Getting More Help

## Troubleshooting

Message Number	Possible Reason(s)	What to Do
059	You may have tried to close an installation menu without having performed the Check Switch test on the Point Dish screen.	If your setup includes a multi-dish switch, then run the Check Switch test, as follows: 1. Press MENU on your remote control or the receiver's front panel. 2. Select the <b>Settings</b> tile, scroll down, and then select <b>Point Dish</b> . 3. Access the Point Dish screen and select <b>Check Switch</b> to run the test.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	<ul style="list-style-type: none"> <li>Make sure that you have selected the option for the correct satellite on the Point Dish screen (select the <b>Settings</b> tile, scroll down, and select <b>Point Dish</b>).</li> <li>Make sure that the cable(s) for the satellite that you have selected is connected to the LNBF that receives signals from that satellite. Contact your installer to re-aim the satellite dish, if necessary, at the correct satellite(s).</li> </ul>
061	The receiver is downloading current software.	It is very important for the receiver to get the latest software to function properly. The satellite download may take several minutes. Do not disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. <b>Note:</b> The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and then gains unauthorized access to the receiver.
078, 079, 080	You may not have connected the receiver to an active telephone line or broadband Internet connection, or the telephone line or Internet connection may be defective.	Connect the receiver to an active telephone line or broadband Internet connection. Make sure that the telephone line or Internet connection to which you connect the receiver is working properly. <b>Note:</b> To order Pay-Per-View programs, you must keep each receiver connected to an active telephone line or broadband Internet connection. The receiver uses the telephone line to make toll-free calls (when the phone is not in use) or the Internet connection to send purchase information to DISH Network.
093	You may have selected the Reset to Factory Defaults option.	If you want to reset the receiver to its factory default settings, select <b>Yes</b> . If you do not want to reset the receiver to factory defaults, select <b>No</b> .

#### Signal loss on all channels

1. Ensure you have selected the correct input/source or channel number on your TV for watching digital channels using your satellite receiver. If you are using the optional digital OTA tuner module and missing local channels, then see *Missing Over-The-Air channels (optional module)*.
2. Try a different satellite TV channel. Sometimes just one channel may be experiencing a problem, while other channels are fine. If just one channel seems to have the problem, go to the next section, *Signal loss on one or some channels*. If all channels are experiencing the problem, then continue with *Step 3*.
3. Verify that the coax cables connecting to your receiver are hand tight, and are properly connected to your DISH Network antenna.
4. Verify that your DISH Network antenna is still in place and does not appear to have been damaged or moved. If the antenna is out of proper alignment, then you may receive signal loss messages on some or all of your channels.
5. Try resetting your satellite receiver. Press the red reset button behind the small door on the left side of your receiver's front panel and wait a few seconds. You can also press the POWER button on the remote control to turn it off (in standby mode), then unplug the satellite receiver from the power outlet for 30 seconds, plug it back in, and select POWER again to turn it back on (out of standby mode).
6. Check the Signal Strength bar for your satellite channels using the Point Dish screen and changing satellite locations and transponders, as needed. Satellite TV transponders with a signal strength below about 40 are likely to experience some video loss.
7. Your antenna may need to be adjusted. Contact DISH Network or your local retailer, as applicable, for assistance. If you want to try adjusting the antenna yourself, refer to any instructions accompanying the antenna, or to [www.antennaweb.org](http://www.antennaweb.org) for over-the-air antenna recommendations and general information on antenna alignment.

#### Signal loss on one or some channels

1. Try a different channel. Sometimes just one channel may be experiencing a problem, while other channels are fine. If all channels are experiencing the problem, go to the previous section, *Signal loss on all channels*. If just one channel or a few channels seem to have a problem, then continue with *Step 2* on the next page.



## Getting More Help

### Troubleshooting

2. Press the GUIDE button twice and check if the Program Guide is set to show All Channels or All Subscribed. If another Favorites list is displayed, then other channels may appear to be missing. If you try to access channels not shown in the current list, then the receiver skips over them.
3. Try resetting your satellite receiver. Press the red reset button behind the small door on the left side of your receiver's front panel and wait a few seconds. You can also press the POWER button on the remote control to turn it off (in standby mode), then unplug the satellite receiver from the power outlet for at least 30 seconds, plug it back in, and select POWER again to turn it back on (out of standby mode).
4. If you are using the optional digital tuner module and missing local channels, see *Missing Over-The-Air channels (optional module)*.

#### Missing Over-The-Air channels (optional module)

1. Your ViP922 receiver is able to tune satellite TV channels and local digital channels (with an optional, digital OTA tuner module). It is possible that some missing channels are channels still broadcasting in analog.
2. You can go to the website [www.antennaweb.org](http://www.antennaweb.org) to find out which local channels in your area are currently broadcasting a digital signal. If the channel you are missing is still broadcasting in analog, you can view the channel using a TV's analog tuner. To view any analog channels, you may need to change input/source or channels on your TV using the TV's remote control. When you want to return to watching digital channels using your ViP922 receiver, change back to the correct input/source or channel on your TV.
3. Check the Signal Strength bar for Over-The-Air (OTA) channels; select MENU and then the Main Menu's **Settings** tile, scroll down, and select **Local Channels**, then the option to **Add a New Channel**. Find a channel experiencing problems and verify it has a strong signal. OTA channels with an indicated signal strength below approximately 60 are likely to experience some video loss.
4. Your antenna may need to be adjusted. Contact your local installer or antenna retailer, as applicable, for assistance. If you want to try adjusting the antenna yourself, refer to any instructions accompanying the antenna, or visit the [www.antennaweb.org](http://www.antennaweb.org) website for over-the-air antenna recommendations and general information on antenna alignment.



#### Remote is not working

1. Verify the batteries are installed according to the diagram inside the remote control's battery compartment.
2. Try changing the batteries in the remote control. Batteries should all be of the same type (for example, alkaline or lithium) and size.
3. Confirm your remote is in the correct mode for the device you want to control. For example, to control your satellite receiver, press the SAT mode button on the remote before the function you want performed.
4. Make sure you are using the correct remote control provided for your ViP922 receiver. These remotes use radio frequency (RF) signals to operate your ViP922 receiver. Other equipment is usually controlled using infrared (IR) light signals. If you have programmed the remote to control your equipment in other device modes, then the remote control must have a clear line of sight to the front of these other devices.
5. Check that the remote control antenna is hand tightened onto the back panel connector on your ViP922 receiver. The small antenna should not be touching other cables, connectors, or equipment. Adjusting this antenna to point straight up usually attains the best performance. When linking a remote, hold it within a couple of feet of this remote antenna.
6. Verify you have linked your remote control to your ViP922 receiver. Touch POWER on the receiver on the front panel to activate the capacitive controls, then select SYSTEM INFO. With the System Info screen displayed, any linked remote control(s) should be listed on the right-hand side of the screen. If your remote is not listed, hold it close to the remote antenna attached to the back of the receiver, and then press and release the SAT mode button. Check several buttons to see if your remote is now linked to and controls your ViP922 receiver.
7. If your remote still doesn't work, select Un-Link on the System Info screen and listen for the confirmation tone. After you hear it, you can press the SAT button to link the remote again. If you do not hear the tone, continue with the next step to un-link the remote control manually.
8. If your remote is not listed or cannot be un-linked on the System Info screen, then do the following:
  - Access the System Info screen, as in *Step 6* above
  - Press and hold down the SAT button for a few seconds until all the device-mode buttons light up, and then release SAT.
  - Press the RECALL and 0 (number zero) buttons at the same time (SAT lights up), and then release them.



# Getting More Help

## Troubleshooting

- Press the SEARCH button (SAT lights up).
- Press the VOL+ button (SAT lights up)
- Press the STOP button (SAT lights up, then un-link tone is heard).
- Go back to *Step 6* and repeat to re-link your remote control.

### Forgot password for Parental Controls

1. If you have forgotten your existing password, you must call 1-800-333-3474 (DISH) with your Receiver CA ID number to get more assistance. Locate the Receiver ID number by selecting SYSTEM INFO on the front panel, or alternately, by pressing MENU twice. You can also view detailed information by selecting the **Settings** tile, scrolling down, and then selecting **System Info**. Write down the Receiver ID number (after the letter R and before the dash).
2. To reset your password, press MENU to access the Main Menu, select the **Settings** tile, then select **Parental Controls**, and then choose the **Edit Password** option. When prompted for your old password, you must re-enter your existing password before you can enter and confirm a new password. If you have forgotten your existing password, see the preceding *Step 1*.

### Parental Controls issues

1. If you have set up parental controls (for example, blocking programs according to their ratings), but the programs are not being blocked, then you may not have locked your ViP922 receiver. See the topics for *Parental Controls* in the on-screen Manual under the Help tile.
2. If you have forgotten your password and therefore cannot unlock your receiver, then see *Forgot password for Parental Controls*.

### Program Guide issues

1. If you try to display future programs in the Electronic Program Guide (EPG), but are unable to find the program schedule you are looking for, then first try scrolling the guide out far into the future until a guide-information update is triggered. You may also try displaying the Program Guide again later. By that time, periodic updates to the guide information may show the programs for the times you want.
2. The Program Guide can display only programs that have not yet ended. The Guide cannot display a time or day earlier than the present.

## Getting More Help

### Troubleshooting

3. If some channels are missing when you are using the Program Guide or Info banner, you may have locked the satellite receiver to hide adult channels, or you may have displayed a Favorites lists or the All HD list instead of All Channels or All Subscribed. To show the missing channels, unlock the ViP922 receiver (see the topics for *Parental Controls* in the on-screen Manual under the Help tile), or press GUIDE again and choose the All Channels, All Subscribed, or a different Favorites list containing the channels (see *Favorites* and *Quick Clicks* in the on-receiver Help area).

### Timer issues

1. If a program is locked (see *Parental Controls* in the Help area), you must enter your password first before you may create a timer for that program.
2. If you have set up the maximum number of event timers, then your satellite receiver displays an error message when you try to set up an additional one, giving you the option of deleting an existing event timer.
3. If you try to extend the end of an event timer and create a conflict with other timers' start times, then an error message displays.
4. If you stop or skip a timer that recurs, the next showing of the program is not affected. To stop all occurrences, you must delete the event timer. (Timers set to record Once are automatically deleted after they occur.)
5. If you set a timer that misses the beginning or end of a program, you may want to change the Start Early or End Late options for that timer.

### Events not recording

1. Ensure event timers you have set that you want to record programs are listed as DVR (Digital Video Recorder) timers, not Auto-Tune timers.
2. If you set up a recurring event timer, but it does not record one or more specific showings of the program, then double-check that you set the correct recurrence frequency for that timer (Weekly, Daily, Mon-Fri.).
3. If you set up a timer to Record Series, ensure that you have selected the correct choice between **Only New Episodes** or **New and Reruns**.
4. If you have several timers set for the same or overlapping time periods, then one or more will be skipped. Ensure that you have set the Priority of the recordings correctly. By default, new event timers are set with lower priority than existing timers, but that default can be changed. (Select the **Settings** tile, then **Series Timer Defaults** to change it.)



# Getting More Help

## Troubleshooting

5. Press the DVR button on your remote control and select **Daily Schedule** on the **My Media** screen to see what specific events in the near future may be skipped due to timer conflicts.

### Events disappearing from Recordings list

1. If you run out of space for more recordings on your satellite receiver, then existing recordings that are not protected are erased, starting with the oldest unprotected one, as needed, to make room for new recordings as they occur.  
You should be aware that certain timers you set up may match and record more events than you expected. To view timers scheduled to record events in the near future, press the DVR button twice on your remote control, or select **Daily Schedule** on the **My Media** screen.
2. If you do not want a recording to be deleted, select **Protect** on the screen for that recording.

### Network connectivity issues

1. If your receiver is connected to the Internet, but you are having trouble accessing certain On Demand options or other Internet-based services from your receiver, then you may have a problem with your broadband Internet connection or home network. For more information on your receiver's Ethernet connectivity and home networking options, see the dishnetwork.com website. Select the **Support** link on the web page.
2. Press MENU and select the **Settings** tile, then select **Broadband Setup**. On the **Broadband Setup** screen, verify that a valid **IP address** for your home network is listed. If the IP address seems to be invalid or is all zeroes, then select **Reset Connection**.
3. If the Connection Status is still **Not Connected**, or one or more items on the **Broadband Setup** screen say **Failed**, then troubleshoot your home network, router or gateway device, and broadband modem. See the installation instructions, user guides, help, and support information for the equipment on your home network. Ensure that your existing computer(s) can access the Internet via this network.
4. To connect your satellite receiver to your router or gateway device using a HomePlug-to-Ethernet adapter, like a SlingLink, plug the receiver and SlingLink directly into nearby non-switched, non-GFI power outlets and ensure that no halogen lights, power supply units or adapters are plugged into the same outlets. If you need to restart your router or gateway device, unplug your ViP922 receiver first, followed by the SlingLink(s), and then your router. Plug them back in in reverse order.

## Getting More Help

### Troubleshooting

5. You may want to check with your Internet Service Provider (ISP) regarding Fair Access Policy (FAP) before using all your receiver's Internet features. Some of these features may exceed usage limits.

#### Caller ID issues

1. If the Caller ID feature is not working, verify that you are currently subscribed to the Caller ID service from your phone service provider.
2. Verify that your active telephone line is connected securely to the phone jack on the back of your satellite receiver using No. 26 or larger telecommunication line cord.
3. Check that you have the feature enabled on your receiver by pressing the MENU button on your remote, selecting the **Settings** tile, scrolling down, and then selecting **Caller ID Settings**.

#### Telephone issues

1. If you hear clicks or no dial tone when trying to make a voice call, the satellite receiver may have been trying to send Pay-Per-View purchase information to DISH Network. The receiver will hang up automatically if it finds the telephone line is in use, allowing you to obtain a dial tone and try your call again.
2. If you try to send or receive a FAX or modem transmission when the satellite receiver is trying to send Pay-Per-View purchase information to DISH Network, the receiver will disconnect automatically. The original transmission may have been interrupted; if so, it will need to be re-sent after obtaining a new dial tone.



## Getting More Help

### Troubleshooting



# **APPENDIX**

**LIMITED WARRANTY**

**RESIDENTIAL CUSTOMER AGREEMENT**

**STAYING LEGAL**

**FCC COMPLIANCE**

## Appendix

### LIMITED WARRANTY



This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

### What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. DISH Network L.L.C. and its affiliated companies ("DISH Network") warrant this system against defects in materials or workmanship as follows:

- **Labor:** For a period of 1 year from the original date of purchase, if DISH Network determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. DISH Network warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts:** For a period of 1 year from the original date of purchase, DISH Network will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. DISH Network warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.  
**Note:** "Parts" means items included in this package, which may include the TV converter and remote control. It does not include other parts purchased separately.

### What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the TV converter manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

### If You Need Assistance

- 1 Call the customer support number at 1-800-333-DISH (3474) or visit our website at [www.dishnetwork.com](http://www.dishnetwork.com). Have the date of purchase and your receiver ID number available. To display the receiver ID number, press the MENU on the remote control, select Settings, scroll down, and then select System Info. The Receiver ID begins with the letter R.
- 2 A Customer Service Representative will assist you. If the Representative determines you should return any equipment, you will be given steps and an address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment.



## Limited Warranty

3. Returned equipment must be packaged properly, using either the original shipping materials or other appropriate packaging. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty.
4. Follow the instructions given to you by the Customer Service Representative when returning your equipment for service.

## Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. DISH NETWORK SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL DISH NETWORK'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. DISH NETWORK RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF DISH NETWORK DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE TV CONVERTER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

## If You Need Assistance

1. Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the System Info menu to find these numbers.
2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

## **Appendix**

### **DISH Network's Exchange Program**

DISH Network offers two options if you need to replace your satellite receiver equipment or its accessories.

#### **Advance Exchange Program**

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on DISH Network's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to DISH Network within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which DISH Network in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

#### **Post Receipt Exchange Program**

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which DISH Network in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

#### **Accessory Warranty**

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

# RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit [www.dishnetwork.com](http://www.dishnetwork.com) or call us at 1-800-333-DISH and we will send you a copy. *Para ver este acuerdo en español por favor visite [www.dishnetwork.com](http://www.dishnetwork.com) o llame al 1-800-333-DISH y le enviaremos una copia.*

DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year, by any of the following means:

**Phone: 1-800-333-DISH (3474)**

**Email: [care@dishnetwork.com](mailto:care@dishnetwork.com)**

**Mail: DISH NETWORK CUSTOMER SERVICE CENTER**

**P.O. BOX 9033**

**LITTLETON, CO 80160**

**Website: [www.dishnetwork.com](http://www.dishnetwork.com)**

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the promotion(s) under which you are receiving services and/or equipment from DISH Network (each, a "Promotion Agreement"): (i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network," "we," "us" or "our" refer to DISH Network L.L.C. (formerly known as EchoStar Satellite L.L.C.) or, where applicable under the particular circumstances, third-party billing agents.

"DISH Network" is a trademark of DISH Network L.L.C.

THIS AGREEMENT, TOGETHER WITH ANY APPLICABLE PROMOTION AGREEMENT, SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES AND EQUIPMENT TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL WE CHANGE OR REPLACE IT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THIS AGREEMENT, AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED AGREEMENT. IF YOU ARE AN EXISTING CUSTOMER AND DO NOT WISH TO ACCEPT ANY CHANGED OR REPLACED AGREEMENT, YOU MUST NOTIFY US IMMEDIATELY AND WE WILL, AT OUR OPTION, EITHER CANCEL YOUR SERVICE OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE PREVIOUS VERSION OF THIS AGREEMENT.

## 1. THE DISH NETWORK SERVICE

A. Services Defined. "Services" shall mean all video, audio, data, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription, pay-per-view or otherwise) and that we may provide to customers in the future.

B. Minimum Programming Levels. If your applicable Promotion Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages, or we may charge you a Service Access Fee (as detailed in Section 2(D)): DishFAMILY, DishMEXICO, TurboHD Bronze or a higher version of such packages; a Chinese, Greek, Russian, Polish, Urdu, Arabic, Portuguese, or Hindi language programming package; a combination of Locals Only and one of TV Globo/Record Package, TV Globo a la carte, Israeli Platinum Package, Panorama Italiano, TV Japan, Polish Premium Pack, Bangla Mega Pack, Punjabi Pack, Telugu Pack, Pinoy Mega

## Appendix

Pack, German Language Plus Package, or RTVI/RTVI+ Package; or any of their successor packages. We may change such minimum programming requirements at any time.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services.

D. Changing Your Programming Selection. Unless otherwise specified in this Agreement or the customer agreement(s), if any, applicable to the promotion(s) pursuant to which you are receiving Services and/or Equipment, you may change your programming selection at any time by notifying us. A fee may apply to such changes ("Transaction Fee"). In addition (and without limitation), you may be charged a monthly fee ("Service Access Fee") if you fail to subscribe to one of the following DISH Network basic programming packages: America's Top 60, America's Top 120, America's Top 180, Great Wall TV Package, DISH Latino, DISH Latino Dos, DISH Latino Max, America's "Everything" Pak, Latino "Everything" Pak, or any of their successor packages. Some Services are only available if you purchase and maintain a minimum level of programming.

E. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only when you renew. You may not downgrade your Services during the term of a multi-month subscription.

F. Ordering Pay-Per-View. You may use your remote control and on-screen program guide to order pay-per-view Services through your television if your DISH Network receiver is connected to a land-based telephone line and/or a broadband home network. You may also order DISH Network pay-per-view Services by calling 1-877-DISH-PPV (3474-778) and using our automated system, or speaking with a live operator at one of our customer service centers; in either case, a fee will apply as detailed in Section 2(D). Pre-Pay Promotion customers may only order pay-per-view Services by calling 1-877-DISH-PPV (3473-778).

G. Accessing the Internet Through Your Receiver. Some of our receivers can be used to access websites and information on the Internet. Neither DISH Network nor EchoStar Technologies L.L.C. ("EchoStar") has any control over such websites and information, and neither we nor EchoStar make any representations, warranties or guarantees as to the availability or content of such websites and information, including without limitation: (i) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such websites or information; or (ii) whether using the software contained in such receivers may result in accessing unintended, inappropriate or objectionable content. We and/or EchoStar may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We and/or EchoStar may also limit or restrict the websites and information that you may access on the Internet using your receiver at any time without notice.

H. Private Home Viewing Only. DISH Network provides Services to you solely for viewing, use and enjoyment in your private home. You agree that no Services provided to you will be viewed in areas open to the public, commercial establishments or other residential locations. Services may not be rebroadcast or performed, and admission may not be charged for listening to or viewing any Services. If your Services are viewed in an area open to the public, a commercial establishment or another residential location, we may disconnect your Services and, in addition to all other applicable fees, you must pay us the difference between the price actually paid for Services and the full applicable rate for such Services, regardless of whether we have the right to distribute such Services in such other location.

I. Changes in Services Offered. We may add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

J. Promotional Offers and Items. If a third party, such as an independent DISH Network retailer, integrator or private cable operator, offered you a promotional offer or item in connection with your subscription to the Services, such third party is wholly responsible for fulfilling such promotional offer or providing such promotional item, and DISH Network is not in any way responsible for such fulfillment.

## 2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES

A. Payments. You agree to pay all amounts billed for Services, as well as all taxes, fees and other charges, if any, that are now or may in the future be assessed in connection with any Services you receive from us, and any other charges due and owing to us. State and local taxes or reimbursement charges for gross earnings taxes imposed on satellite providers for transmission of programming in some states may apply. Unless you prepay for a multi-month subscription to Services or prepay for all Services as required by your participation in a Pre-Pay Promotion, we will bill you monthly in advance for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Multi-month subscription customers and Pre-Pay Promotion customers will be billed based on your pre-pay period (multi-month subscriptions) or monthly (Pre-Pay Promotion customers), and must make all payments in advance of the due date on your bill in order to continue receiving your Services; you must also pre-pay for all other Services, such as pay-per-view, ordered by you or anyone who uses your Equipment, whether with or without your permission.

B. Billing Policies. Your bills will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account. You may submit your payment by mail, on our website, through our AutoPay program, by calling a DISH Network customer service representative, or by any other means that we designate. Partial payments will be applied first to the oldest outstanding bill. You must make your payment regardless of whether you receive a bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation, our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee (as detailed in Section 2(D)) is not interest, a credit service charge or a finance charge. Certain fees and charges may apply in certain circumstances to your payment for the Services, including without limitation, those set forth in Section 2(D).

C. Alterations to Payment Terms. If you pay for a monthly subscription (other than a Pre-Pay Promotion) and your account is past due on more than one occasion, we may require that you pay for all Services and Equipment before you receive them, and you will be deemed to be receiving your Service under a Pre-Pay Promotion, at which point, all terms and conditions of such Pre-Pay Promotion will apply to you. If you paid for a multi-month subscription to any Services and your account is past due for any amount, we may convert your multi-month subscription to a monthly subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

## Appendix

D. Fees. In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Promotion Agreement, you agree to pay the fees listed below ("Fees") if and when applicable. DISH Network may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain monthly fees may be available from time to time if you subscribe to certain programming packages and/or use certain Equipment. Additional fees may apply for non-standard installations or if you upgrade your Equipment after installation.

Monthly Fees		
Type of Fee	Amount	Description of When Fee Applies
Additional Receiver Fee	\$7.00	You have more than 1 receiver on your account. Per additional high definition (HD) receiver.
	\$5.00	You have more than 1 receiver on your account. Per additional standard definition (SD) receiver.
Alaska Dish 500AK Upgrade Fee	\$4.99	You receive Services in Alaska.
DishHOME Protection Plan	\$5.99	You participate in the DishHOME Protection Plan.
DISH Pause	\$5.00	You are eligible for and participate in DISH Pause.
DVR Service Fee	\$5.98	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package.
Hawaii Dish 500H Upgrade Fee	\$4.99	You receive Services in Hawaii.
TV2 Receiver Connection Fee	\$5.00	You purchase or lease a dual-tuner receiver and it is not connected to a phone line and/or a broadband home network.
Service Access Fee	\$6.00	You do not subscribe to applicable required minimum programming.
Transactional Fees		
Type of Fee	Amount	Description of When Fee Applies
Check by Phone Fee	\$9.99	You make a personal check payment using our automated phone system or through our customer service center.

External Hard Drive Activation Fee	\$39.99	One time fee charged if you have a ViP receiver and you choose to connect an external hard drive to that receiver.
Late Payment Fee	\$5.00	You do not pay your bill in full on or before its due date (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Live Operator Payment Fee	\$5.00	You make a debit or credit card payment through a DISH Network customer service representative (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Mobile Fee	\$20.00	You would like the ability to order pay-per-view Services at any time without a phone line connected to your receiver. Charged annually.
Pay-Per-View Automated Fee	\$1.50	You use our automated telephone system to order DISH Network pay-per-view Services.
Pay-Per-View Live Operator Fee	\$5.00	You call one of our customer service centers to order DISH Network pay-per-view Services.
Restart Fee	\$25.00	We disconnect your Services for any reason and you wish to restart such Services (unless you are receiving Services pursuant to a Pre-Pay Promotion).
	\$5.00	If you are a Pre-Pay Promotion customer, we disconnect your Services for any reason, and you wish to restart such Services.
Returned Payment Fee	\$10.00	You pay DISH Network by EFT or check and payment is subsequently returned.

## Appendix

Shipping and Handling Fee	\$14.95	DISH Network sends you hardware you via regular delivery. (Additional \$10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	\$5.95	DISH Network sends you a remote control via regular delivery. (An additional \$10 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	\$8.95	DISH Network sends you an accessory via regular delivery. (An additional \$7 Extended Delivery Fee applies to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands deliveries.)
	24.95	DISH Network sends you an item via overnight delivery (not available to Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.)
Smart Card Replacement Fee	\$50.00	We replace your Smart Card because it was lost, damaged, defective or stolen, as long as there is no evidence of unauthorized tampering or modification.
Statement Request Fee	\$2.00	You request a copy of a previous billing statement.
Transaction Fee	\$5.00	You change your programming selection (but not regarding adult programming).
	\$10.00	Changes to your programming selection include adult programming.

In the event billing is provided through a third-party billing agent, the above fees may differ.

**E. Restarting Your Services.** If you do not pay your bill in full by its due date, or you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we may disconnect your Services, and in such event we will be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or any other reason, DISH Network may require that you pay, and you agree to pay, before we reconnect your Services, all past due charges, a Restart Fee, a deposit equal to a minimum of two months' service charges (or in the case of a restart under a Pre-Pay Promotion, one month's service charges), and all outstanding balances accrued through the date of such disconnection. If your Services are disconnected for non-payment or any other reason, you will no longer be eligible, even if you pay to restart your Service, to receive any remaining credits or promotional pricing that you would have been eligible to receive had your Services not been disconnected.



Unless required by applicable law, deposits will not be held segregated from other funds and will not earn or accrue interest. Promotional pricing is valid only at the time of installation.

**F. Attorneys' Fees/Collections.** If we use an attorney or a collection agency to collect any money you owe us or to assert any other right that we may have against you, including without limitation, any breach of any agreement you may have with DISH Network or one of our affiliates, you agree to pay the reasonable costs of such collection or other action. These costs may include, without limitation, the costs of a collection agency, reasonable attorneys' fees and court costs. If you believe you have been billed in error or you would like to make any other requests for a billing statement credit, you must contact our customer service center by telephone or in writing within twenty (20) days after the date you receive the bill for which you are seeking correction. Failure to timely notify us of a dispute will constitute your acceptance of the corresponding bill. You must pay undisputed portions of any billing statement before the next billing statement is issued or you must pay a Late Payment Fee. All payments for Services must be made directly by you to us, unless we authorize otherwise; for example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

**G. Billing Agent Payments.** Different or other payment and billing terms, conditions, options and fees may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company.

### 3. CANCELLATION OF SERVICE

**A. Continuation of Services.** Your subscription to Services will automatically renew until you cancel your Services or we otherwise disconnect your Services, in each case as provided herein or in any applicable Promotion Agreement.

**B. Cancellation Policies.** You may cancel your Services for any reason at any time by notifying us at the phone number, e-mail address or mailing address set forth at the top of this Agreement. Please be aware that certain promotions have an optional or mandatory term commitment period and if you cancel your Services prior to the expiration of an applicable optional or mandatory term commitment period, certain early termination or cancellation fees may apply.

**C. Disconnection of Services.** In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network may disconnect your Services at any time without notifying you if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any applicable Promotion Agreement; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such Equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under this Agreement or any applicable Promotion Agreement; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) you commence any act or filing of bankruptcy or bankruptcy proceedings are commenced against you

**D. No Credits.** If your Services are cancelled or disconnected for any reason, you still must pay all outstanding balances accrued, including without limitation, any applicable fees. Except in certain limited circumstances, charges for Services, once charged to your account, are non-refundable, and no refunds or credits will be provided in connection with the cancellation of Services. If you received a discounted price due to a promotion, and you cancel prior to any applicable expiration of that promotion, you are not entitled to any refund or credit for the unused portions of such discounted price. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

### 4. EQUIPMENT

**A. Equipment.** In order to receive Services you must purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s) and applicable

## Appendix

Smart Card(s), remote control(s), satellite antenna(s), and low noise block converter(s) with integrated feed(s) (collectively, "Equipment").

**B. Additional Tuners and Receivers.** We may choose to allow you to place additional receivers on your account. If we allow you to do so, each additional receiver will be authorized to receive the same Services as your initial receiver, subject to the limitations of your television equipment. All of your receivers must be located at the same residence and continuously connected to the same land-based telephone line and/or broadband home network. If you wish to receive Services at two different residential locations, you must open a separate account for each location, unless otherwise specifically authorized by Dish Network. You may not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to the same land-based telephone line and/or broadband home network. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

**C. Smart Cards.** Receiver(s) are equipped with a conditional access card ("Smart Card") inserted into a slot or otherwise installed in such receiver. Not all receivers with a Smart Card slot require a Smart Card for proper authorization. Smart Cards remain the property of DISH Network at all times and must be returned to us upon our request. Smart Cards are not transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our customer service center that your Smart Card has been lost, damaged, defective or stolen, we will replace it, unless there is evidence of unauthorized tampering or modification, and a Smart Card Replacement Fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery, in which case an Overnight Delivery Fee will apply.

**D. PVR/DVR.** DISH Network's personal video recorder/digital video recorder ("PVR/DVR") products allow you to record programming in digital format. Total available recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming, or that any such programming will not be deleted from your PVR/DVR product. Most programming is the copyrighted material of the third party that supplies it; is protected by copyright and other applicable laws; and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it (except as permitted by the "fair use" provisions of the U.S. copyright laws).

**E. Telephone/Broadband Connection.** To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to the same land-based telephone line and/or a broadband home network. Failure to connect each receiver to the same land-based telephone line and/or a broadband home network may result in interruption or disconnection of Services. We may charge you a TV2 Receiver Connection Fee for each dual-tuner receiver that is not connected to the same land-based telephone line and/or a broadband home network.

**F. Receiver Alterations.** DISH Network may, through periodic downloads, alter the software, features and/or functionality in your DISH Network receivers; provide data and content to PVR/DVR products; store and remove data and content on the hard drives of PVR/DVR products; and send electronic counter-measures to your DISH Network receivers. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads. DISH Network may from time to time cease supporting one or more DISH Network receiver models.

**G. Proprietary Components and Software.** DISH Network receivers and Smart Cards contain components and software that are proprietary to DISH Network and its licensors. You agree that you will not try to reverse-engineer, decompile or disassemble, nor will you tamper with or modify, any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

## Residential Customer Agreement

H. Software License. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network, its licensors and/or its suppliers from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy of such software, in whole or in part. You may not reverse-engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license, and DISH Network, its licensors and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). Any attempt to transfer any of the rights, duties or obligations of this license is null and void. If you breach any term or condition of this license, this license will automatically terminate.

I. Stolen Equipment. If any of your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our customer service center by telephone or in writing immediately, but in any event not later than three (3) business days after such removal, to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

### 5. LEASED EQUIPMENT

A. Lease Terms. We may choose to lease certain Equipment to subscribers. Unless otherwise specified in an applicable Promotion Agreement(s), such Equipment (including without limitation, the LNBs, but not the satellite antenna), shall at all times remain the sole and exclusive property of DISH Network, and we may provide or replace leased Equipment with new or reconditioned Equipment at any time, and upon cancellation or disconnection of your Services, remove or require the return of such Equipment. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your real property. We may make such filings and recordings that we may consider necessary to evidence our ownership rights in such Equipment, and you agree to execute any and all documents that we may consider necessary for us to make such filings. Our ownership of such Equipment may be displayed by notice contained on it. You have no right at any time to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment, or to tamper with or alter any notice of our ownership on such Equipment. Any reinstallation, return, or change in the location of such Equipment must be performed by DISH Network at our then-current service rates. You shall not attach any electrical or other devices to, or in any way alter, any such Equipment without our prior written consent. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Return of Leased Equipment. Upon cancellation or disconnection of your Services, you must contact our customer service center or call the telephone number set forth in any applicable Promotion Agreement to schedule the return of your leased Equipment. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, you are responsible and must pay us certain charges as described in any applicable Promotion Agreement.

C. Defects and Damages. You must notify us immediately of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment must be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

### 6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notifying you. You may not assign or transfer your Services without our written consent, which will not be

## Appendix

unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease Equipment or your account has an outstanding balance.

### 7. LIMITATION OF OUR LIABILITY

**A. INTERRUPTIONS AND DELAYS.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY INTERRUPTION IN ANY SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION: IF SUCH INTERRUPTION, DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES; THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S); A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT; ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US; OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

**B. ALTERATIONS TO EQUIPMENT.** NONE OF DISH NETWORK, ECHOSTAR OR OUR THIRD-PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY ALTERATION TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, REMOVING OR DISABLING FEATURES (SUCH AS THE ABILITY TO ACCESS THE INTERNET VIA A RECEIVER).

**C. LOSS OF RECORDED MATERIAL.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION, ANY LOSS OR PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

**D. NO WARRANTIES.** EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

**E. CONTENT RESTRICTIONS.** IT IS YOUR RESPONSIBILITY TO IMPOSE ANY PROGRAMMING, INTERNET OR OTHER CONTENT RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. NONE OF DISH NETWORK, ECHOSTAR, OUR THIRD-PARTY BILLING AGENTS, OR OUR AND THEIR AFFILIATES SHALL HAVE ANY LIABILITY TO ANYONE DUE TO, OR BASED UPON, ANY CONTENT (INCLUDING WITHOUT LIMITATION, ANY INACCURACIES, ERRORS IN, OR OMISSIONS FROM SUCH CONTENT): (i) CONTAINED IN ANY OF THE SERVICES FURNISHED TO YOU; OR (ii) ACCESSED USING THE SERVICES OR EQUIPMENT FURNISHED TO YOU.

**F. DAMAGES LIMITATION.** NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO: DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT; OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU; OR ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

### 8. WARNING AGAINST PIRACY AND INFRINGEMENT

**A. PIRACY.** Receiving any portion of the Services without paying for them and/or any direct or indirect act or attempted act to engage or assist in any unauthorized interception or reception of

## Residential Customer Agreement

any portion of the Services is a violation of various U.S. federal and state laws and of this Agreement. The penalties for violating such laws can include imprisonment and civil damage awards of up to \$110,000 per violation.

**B. INFRINGEMENT.** Section 605(e)4 of Title 47 of the United States Code makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to \$500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punished in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. The Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by DISH Network or its suppliers or licensors, and is intended for home and other limited pay-per-view uses only, unless otherwise authorized by DISH Network or its suppliers or licensors. Reverse engineering or disassembly is prohibited.

### 9. GENERAL

**A. Notice.** Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your bill, as a bill insert, via broadcast on a television channel, through publication on the website set forth at the top of this Agreement, by telephone, or by any other reasonable means. If we send you notice by mail, on your bill or as a bill insert, it will be considered given the day after it is deposited in the U.S. mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth at the top of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first-class mail addressed to us at the mailing address set forth at the top of this Agreement, and shall be deemed given when received by us at such mailing address.

**B. Physical Address/Change of Address.** When setting up your DISH Network account, you must provide us with the physical address where your Equipment will be located and your Services will be provided. A post office box does not meet this requirement. You must give us immediate notice of any change of name, mailing address, telephone number, or physical address where your Equipment is located. You may do this by notifying our customer service center by telephone or in writing at the phone number, mailing address, or e-mail address set forth at the top of this Agreement.

**C. Online Account Information.** If you have an online account with us, you are responsible for maintaining the confidentiality of your account username and password and for all activities that occur under your account username and/or password. You must: (i) keep your account username and password confidential and not share them with anyone else; and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

**D. Third-Party Billing Agents.** We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents may apply. For example and without limitation: (i) late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; (ii) our third-party billing agents may require that you pay all past due charges for Services, a restart fee, and/or a prepayment before we reconnect your Services; and (iii) other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restoral fee and/or deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied first to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Please contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services.

## Appendix

**E. Credit Checks.** You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation, acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any credit reporting agency. Please include in any such notice the specific item of dispute and why you believe the information reported is in error.

**F. Applicable Law.** This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

**G. Remedies Cumulative.** The rights and remedies provided under this Agreement to DISH Network in case of your default or breach of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach at law, in equity, under contract or otherwise (all of which are expressly reserved).

**H. Other.** No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change or override this Agreement. DISH Network may, however, change this Agreement at any time and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination will continue thereafter. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation, any applicable Promotion Agreement, and except as provided to the contrary herein, all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, this Agreement replaces and supersedes any and all prior DISH Network Residential Customer Agreements in their entirety, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any ambiguity between this Agreement and any applicable Promotion Agreement, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination concerning any issue arising from such ambiguity.

## STAYING LEGAL

Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify this receiver to enable it to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to \$500,000 and imprisonment for five years, or both. Any owner of this receiver who procures or willfully causes its modification is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation (FBI).

To the extent that this product incorporates Macrovision technology, this product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.



### Agreement on Internet Usage via Your Receiver

The software contained in the receiver may reference, display, link to, and provide users access to web services, sites, and information located worldwide through the Internet. Because EchoStar Corporation and DISH Network have no control over such sites and information, we make no representations, warranties or guarantees as to such sites and information, including but not limited to:

(a) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such sites or information, or  
(b) whether using the software may result in locating unintended, inappropriate, or objectionable content.

Because some of the content on the Internet consists of material that is adult-oriented, restricted to viewers at least 18 years of age or the age of majority where you live, or otherwise objectionable to some people or viewers, under the age of 18, the results of using the software may automatically and unintentionally result in the generation or display of sites, links, or references to such objectionable and/or adult-oriented material.

By using the software, you acknowledge that neither EchoStar Technologies L.L.C. nor DISH Network L.L.C. makes any representations, or warranties, or guarantees with regard to any sites or information displayed by or accessed by in connection with use of the software. EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, and the officers, directors, and shareholders of any of the foregoing companies shall not, directly or indirectly, be liable in any way to you or to any other person or entity for the content you receive using the software or for any inaccuracies, errors in, or omissions from the content. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors reserve the right to change, suspend, remove, or disable access to any services at any time without notice. In no event will EchoStar Technologies L.L.C., DISH Network L.L.C., their respective direct and indirect subsidiaries and parents, or the officers, directors, and shareholders of any of the foregoing companies be liable for the removal of or disabling of access to any such services. EchoStar Technologies L.L.C., DISH Network L.L.C., and their respective affiliates and licensors may also impose limits on the use of or access to certain services, in any case, and without notice or liability.

## Appendix

# FCC COMPLIANCE



The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

## Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.



## FCC Compliance

### Compliance Information Statement

DISH Network Corporation, 9601 S. Meridian Blvd, Englewood, CO., (303) 723-1000, declares that: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters, and amplifiers. The FCC requires that the isolation between the antenna port and the network port of your system meet the following:

- 80dB from 54 MHz to 216 MHz, at least
- 60dB from 216 MHz to 550 MHz and at least
- 55dB from 550 MHz to 806 MHz

Measuring the isolation of a device requires specialized equipment. In most cases, it is easier to purchase a splitter or amplifier with the correctly specified isolation from your local television retailer. The above requirements are extracted from 47CFR15.115. For the complete text please visit [WWW.FCC.GOV](http://WWW.FCC.GOV).

### Signal Strength Present at the Television

The software-based attenuator within the satellite receiver will limit the signal present at your television set to below the FCC signal strength limit of 75.6dBuV. If you choose not to enable the attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

### Connecting to an Over-the-Air Antenna

In order to receive local broadcast channels, you may wish to install an over-the-air antenna into your over-the-air tuner module or TV distribution equipment. There are many devices that allow you to connect your antenna to your in-home distribution system such as splitters and amplifiers. You must be careful to meet certain FCC regulations with respect to the isolation between the antenna port and the network port of your system. It is recommended that you purchase a splitter or amplifier with the correctly specified isolation from your local satellite television retailer.

## **Appendix**

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# Index

## Numerics

001, Message Number 3  
 002, Message Number 3  
 003, Message Number 3  
 004, Message Number 3  
 005, Message Number 4  
 006, Message Number 4  
 011, Message Number 4  
 012, Message Number 4  
 013, Message Number 4  
 014, Message Number 4  
 015, Message Number 5  
 018, Message Number 5  
 022, Message Number 5  
 026, Message Number 5  
 028, Message Number 6  
 059, Message Number 6  
 060, Message Number 6  
 061, Message Number 6  
 074, Message Number 6  
 078, Message Number 6  
 079, Message Number 6  
 080, Message Number 6  
 093, Message Number 6

## A

antenna  
     adjustment of 7, 8  
     alignment and direction 7  
     cables to DISH Network 7  
     location of iv  
     Over-The-Air (OTA) 33  
     proper care of your antenna v  
     safety iv

## B

batteries  
     size AA 9  
     type 9  
 Broadband Setup 12

## C

Caller ID issues 13  
 Care of Your Equipment v  
 channels  
     missing from Info banner 11  
     missing video 7, 8  
 Channels, Local 8  
 Check Switch test 3  
 Customer Agreement, DISH  
 Network Residential 19

## D

Daily Schedule 12  
 DVR (Digital Video Recorder) 12

## E

Edit Password 10  
 EPG (Electronic Program  
 Guide)  
     future programming 10  
 Ethernet connectivity issues 12

## F

factory default settings 6  
 FAX or modem transmission 13  
 FCC

    Compliance 32  
 fixed images, caution v  
 Front Panel  
     SYSTEM INFO 9, 10

## H

Help tile, Main Menu 2  
 help videos, on-screen 2  
 Help, Getting More 1  
 home networking options 12

# Index

- I**
  - Important Safety Instructions ii, iv
  - Info banner 11
  - Information, Finding More 1
  - interactive help, on-screen 2
- L**
  - Local Channels
    - Add a New Channel 8
- M**
  - Main Menu 2, 8
  - Message Numbers 3
  - More Information, Finding 2
  - multi-dish switch 3, 6
- N**
  - Network Setup
    - IP address field 12
    - issues with 12
    - Reset Connection 12
- O**
  - on-screen user manual 2
  - OTA (Over-The-Air) channels 8
- P**
  - Parental Controls issues 10
  - phone call issues, voice 13
  - phone issues 13
  - Point Dish screen 3, 4, 5, 6, 7
  - Program Guide 10
  - programs not being recorded 11
- R**
  - recordings
    - disappearing from list 12
    - erased automatically 12
    - protect from erasure 12
  - remote control
    - antenna 9
    - battery safety iv
    - for more information 2
    - help on 2
    - installing batteries 9
    - linking 9
    - POWER button iii, 7, 8
    - re-linking 9
    - troubleshooting problems 9
    - un-linking 9
    - using your TV's 8
- reset
  - password 10
  - receiver 4, 6, 7, 8
  - to Factory Defaults 6
- S**
  - SAFETY
    - Important Instructions i
    - Proper Care of Equipment i
  - Settings tile 3, 6, 8, 10, 12
  - Signal Strength 4, 5, 7, 8, 33
  - switch, multi-dish 3, 6
- T**
  - Telephone issues 13
  - Timers
    - End Late option 11
    - skipping once 11
    - Start Early option 11
    - stopping 11
  - Troubleshooting
    - Caller ID issues 13
    - Channel Setup 8
    - Events not recording 11
    - Forgot password for locks 10
    - Missing specific channels 8
    - Network connectivity 12
    - Remote is not working 9
    - Signal loss 7
    - Telephone issues 13
    - Timer issues 11

## U

### Un-Link

- manually using remote buttons 9

- selecting on System Info screen 9

### user manual

- on-screen for receiver 2

- other equipment's 12

## V

- videos, on-screen help 2

## W

- Warranty, Limited 16

### websites

- More Information on dishnetwork.com 2

- Support on dishnetwork.com 12

- [www.antennaweb.org](http://www.antennaweb.org) 8

- [www.dishnetwork.com](http://www.dishnetwork.com) 2, 12, 16, 19

- [www.fcc.gov](http://www.fcc.gov) 33